

1-800-BetsOff Help Line

Monthly Activity Report

August 2015

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	515	2 min
Live Chat	4	14 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	50	10%	0	0%
8 a.m. - Noon	117	23%	0	0%
Noon - 4 p.m.	171	33%	3	75%
4 p.m. - 8 p.m.	130	25%	1	25%
8 p.m. - Midnight	47	9%	0	0%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	113	22%	1	25%
Tuesday	67	13%	0	0%
Wednesday	64	12%	1	25%
Thursday	65	13%	0	0%
Friday	74	14%	2	50%
Saturday	63	12%	0	0%
Sunday	69	13%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
Casino banning	74	14%	16	3%	58	11%	0	0%
Gambler's Anonymous info	25	5%	6	1%	19	4%	0	0%
Need local # for treatment center	0	0%	0	0%	0	0%	0	0%
Other gambling related issue/?	3	1%	1	0%	2	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	1	0%	1	0%	0	0%	0	0%
Treatment inquiry for self	71	14%	30	6%	41	8%	3	75%
Treatment inquiry for other	17	3%	10	2%	7	1%	1	25%
*Sub-Total	191	37%	64	12%	127	25%	4	100%
Information about line	9	2%	6	1%	3	1%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	145	28%	33	6%	112	22%	0	0%
Lottery issue/question	39	8%	18	3%	21	4%	0	0%
Other (wrong #, hang up, prank, etc.)	131	25%	12	2%	119	23%	0	0%
Sub-Total	324	63%	69	13%	255	50%	0	0%
GRAND TOTAL	515	100%	133	26%	382	74%	4	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline				Live Chat			
Instructed to contact casino	143	27%	34	9%	109	29%	0	0%
Provided gambling assistance/counseling	5	1%	4	1%	1	0%	0	0%
Referred to IDPH/Website	3	1%	3	1%	0	0%	0	0%
Referred to Iowa Lottery	40	8%	19	5%	21	6%	0	0%
Referred to national #/out of state source	119	23%	2	1%	117	31%	2	50%
Referred to treatment provider	46	9%	46	12%	0	0%	2	50%
Request sent/referral to ISAIC	1	0%	1	0%	0	0%	0	0%
Supplied requested info	17	3%	12	3%	5	1%	0	0%
Sub Total	374	72%	121	23%	253	49%	4	100%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	147	28%	15	3%	132	25%	0	0%
Sub Total	147	28%	15	3%	132	25%	0	0%
GRAND TOTAL	521	100%	136	26%	385	74%	4	100%

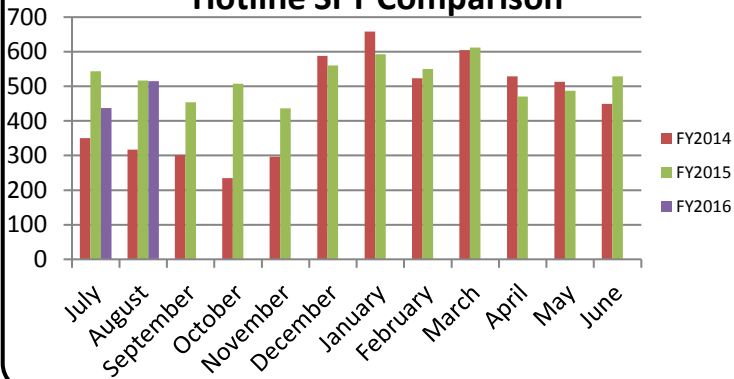
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Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	9	0	9	7	7	100%
Pathways	6	1	7	6	3	50%
Prelude	14	0	14	14	14	100%
Problem Gambling Recovery Services	1	0	1	0	0	100%
Community & Family Resources	2	0	2	2	2	100%
Family Services	1	0	1	1	1	100%
Jackson Recovery Center	5	0	5	4	4	100%
Compass Pointe	1	0	1	1	1	100%
Substance Abuse Services	6	1	7	6	6	100%
Prairie Ridge Treatment Center	1	0	1	1	1	100%
TOTAL	46	2	48	42	39	93%

Hotline SFY Comparison



Live Chat SFY Comparison

